



Contract User Guide for VEH103

VEH103: Windshield and Glass Replacement for Vehicles Statewide Contract

UPDATED: 3/6/2018

Contract #:	VEH103
MMARS MA #:	VEH103*
Initial Contract Term:	07/01/2016 – 07/01/2019
Maximum End Date:	Three (3) year extension(s) to 2025
Current Contract Term:	07/01/2016 – 07/01/2019
Contract Manager:	Katherine Morse, 617-720-3153, katherine.morse@state.ma.us
This Contract Contains:	Environmentally Preferable Products
UNSPSC Codes:	25-17-23

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This contract provides windshield and glass services for vehicles which include replacement and repairs, mobile services and glass disposal services. In addition to windshields, this contract offers repair and replacement services for the following: flat glass, tempered glass, mirror glass, back glass removal and reinstallation and glass repairs.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

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Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

- Statewide mobile windshield, glass replacement and repair services
- Numerous locations throughout MA and New England
- Prompt Pay Discounts offered by both contractors

Find Bid/Contract Documents

To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit COMMBUYS.com and search for VEH103 to find related Master Blanket Purchase Order (MBPO) information.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

Executive Departments: All Executive Departments are required to use statewide contracts for their purchases if the goods/services they seek are available on a statewide contract. Executive agencies are required to utilize COMMBUYS for all related statewide contract purchasing activity. For further details please see the [Best Value Procurement Handbook](#).

Eligible Entities: All other Non-Executive Eligible Entities are encouraged to utilize COMMBUYS for all statewide contracts purchasing activity, however the use of COMMBUYS is not required. Non-Executive Eligible Entities may order via email, phone or fax as allowed by the vendor. To ensure that you are being offered statewide contract pricing, contract users should identify and reference the contract number VEH103 when contacting the vendor for quote activity or placing an order.

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Pricing Options

Fixed Pricing: Contract pricing has been negotiated, and no further negotiations may be made. Both contactors offer a discount (% off) the National Auto Glass Specifications (NAGS) List for product pricing. Please see chart below for product and service pricing.

PRODUCTS AND SERVICES	JN PHILLIPS AUTO GLASS	SAFELITE AUTO GLASS
<i>Discount off of NAGS</i>	54%	52%
<i>Kit Cost</i>	\$20	\$10
<i>Labor Rate</i>	\$0	\$50 per installation
<i>1st Repair</i>	\$60	\$49.95
<i>2nd Repair</i>	\$10	\$10
<i>3rd Repair</i>	\$10	\$10
<i>Mobile Services Charge</i>	\$0	\$0
<i>Prompt Payment Discount</i>	2% - 30 days	1% -30 days

This is not comprehensive price list. Each vendor Master Blanket Purchase Order (MBPO) in COMMBUYS has a comprehensive list of services and prices. Please see the [Vendor List and Information](#) section of this document for a direct link to each vendor's COMMBUYS MBPO.

To receive contract item information and/or quotes, buyers should contact vendors and reference the statewide contract VEH103.

Setting up a COMMBUYS Account

[COMMBUYS](#) is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us.

Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

How to Purchase From the Contract

There are two methods to placing a purchase order for windshields:

1. Initiate a New Release Requisition for placing order for planned goods and services where the costs are known.
2. Initiate a RPA (Request for Payment Authorization) Release to when services are unplanned and prices/products are known.

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Given the nature of the windshield replacement/repairs, RPA Release Requisitions will be more common. You can find job aids for both processes at on the OSD website [Job Aids for Buyers](#).

Supplementary contract specific instructions for COMMBUYS Purchase Orders:

1. RPA Release: Be descriptive of the circumstances in the “Description” field; UNSPSC code: Replacement 25-17-23 and Repair 31-20-16; attach any quotes, approval notes, forms and receipts from the transaction.
2. New Release Requisition: Use Advanced Search, in the “Description” field type in VEH103. Select line item that best fits that needs of the products and/or services required. Driver should take the printed PO with them to service location. DO NOT select “email vendor” because it will not go to the location of service and may not be answered.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at Comptroller.Info@state.ma.us for additional support.

Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Additional Information/FAQs

Vehicles Owned by Agency/Department/Eligible Entity

It is the responsibility of the driver to follow their organization’s own procedures for providing purchase order numbers and billing addresses to the Contractor at the time of service. Organizations will be billed directly by the vendor and are responsible for payments and any follow up needed to complete the transaction.

Service Follow Up

Eligible entities should immediately document any poor experiences and send an email to the vendor contact person and Cc the OSD Contract Manager Katherine Morse at Katherine.Morse@State.MA.US.



Comments and Complaints

Contract user comments and/or complaints regarding any aspect of this contract can be emailed directly to the Contract Manager, Katherine Morse at Katherine.Morse@State.MA.US.

Other Discounts

Prompt Pay Discounts: A discount given to the buyer if paid within a certain time period. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor.



Strategic Sourcing Team Members

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OPERATIONAL SERVICES DIVISION

Vendor List and Information*

Vendor	Master Blanket Purchase Order #	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	Service Coverage	Discounts (PPD)
JN Phillips Auto Glass	PO-16-1080-OSD03-SRC02-00000008036	VC6000158260, 1	Sean Mullane	(781) 938-3444	SMullane@JNPhillips.com	Statewide	2% - 30 days
Safelite Auto Glass	PO-16-1080-OSD03-SRC02-00000008035	VC0000835428, 2	Guy Larose	(508)328-4006	Guy.Larose@safelite.com	Statewide	1% - 30 days

*Note that COMMBUYS is the official system of record for vendor contact information.

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